



# IMPORTANT MESSAGE

California Department of Health Services  
Immunization Branch  
Vaccines for Children (VFC) Program  
850 Marina Bay Parkway  
Richmond, CA 94804

Toll Free Phone:  
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## Update: VFC Vaccine Orders

Dear VFC provider,

During the past month, our program has received an increased number of vaccine orders as a result of our program's transition to a national distribution system. We are making every effort to process your orders as quickly as possible in order to ensure that you receive your vaccine shipment on a timely manner.

As you place your VFC vaccine order, please keep in mind the following:

**Refrigerated Vaccines:** The average time for the processing of your vaccine orders and delivery of vaccines (except Varicella and MMRV) from McKesson, our national vaccine distributor, is **15 business days**. Please ensure that your order is placed with sufficient vaccine in stock to prevent your clinic from running out of vaccine while you wait for your vaccine order.

**Varicella and MMRV:** Varicella and MMRV vaccines are shipped to your practice directly from the vaccine manufacturer, Merck & Co. Please allow at least **5 weeks** for the delivery of these vaccines from the time your order is submitted to VFC. In anticipation of the unavailability of MMRV by July 2007, providers should transition to submitting orders for MMR and single antigen Varicella instead of MMRV, as this product will not be available through Merck for the remainder of 2007. Detailed information will follow in the upcoming week.

### Tips for ordering VFC Vaccines

- ☒ Ensure that your VFC Order Form is accurately and completely filled out.
  - o Please account for all doses of **VFC** vaccines used since your last ordering period.
  - o Please do not to include private vaccines in your inventory.
  - o Refer to your last vaccine order when compiling information for your new order.
  - o Please complete delivery times.
- ☒ Make sure to notify VFC of any address change, delivery times or office hours
  - o Notify our program in writing about any change in address or delivery times to ensure your vaccine shipment is sent to the correct address or delivered at the appropriate times.
- ☒ Ensure that you sufficient inventory on hand at the time you place your vaccine order.
- ☒ Remember to order in multiples of 10 doses (NOT boxes).
- ☒ As your vaccine arrives, verify that your vaccine packing slip contains a listing of all vaccines received by checking the "Qty Ordered" column against the "Doses Shipped" column. Large vaccine shipments may be received in multiple deliveries, usually within the same day or next day.
- ☒ If you encounter any problem with your vaccine shipment, please contact VFC Customer Service immediately.

For any questions, please call a VFC Customer Service Representative at 1-877-243-8832 or visit our website at [www.vfcca.org](http://www.vfcca.org). Thank you!!!

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